



**AdhereHealth**<sup>™</sup>  
ADHERENCE RESOLVED

## Resolve<sup>™</sup> for High-Risk Unengaged Members

### Improve Star Ratings Adherence Outcomes for High-Risk, Unengaged Members

The Adhere Platform's Resolve<sup>™</sup> offering improves patient experience and overcomes social determinants of health (SDOH) barriers to gain Medicare Advantage (MA) Star Ratings medication adherence outcomes. Using our proprietary patient relationship management (PRM) tool, Resolve<sup>™</sup> targets the most vulnerable members with individualized engagement throughout the year to overcome each unique barrier of care.

- End-to-end solution, including data analytics and intelligent telepharmacy workflow, for engagement with high-risk, unengaged members and their providers
- PRM technology enables a holistic engagement, meeting the member where they are in their adherence journey to overcome SDOH barriers and drive improvements in medication adherence, HEDIS<sup>®</sup> quality measures and CAHPS<sup>®</sup> patient experience
- Outcomes-based fees, where the plan only pays for the engagement that results in each member's MA Star Ratings measure improvement for 80%+ PDC and/or HEDIS gap closure



Nonadherence contributes to over **\$500 billion** in avoidable health care costs, **125,000** potentially preventable deaths, and up to **25%** of hospitalizations in the U.S.<sup>1</sup>

### Key Benefits and Outcomes



#### Social Determinants of Health

Direct engagement with high-risk, unengaged members, detailed individualized actions and population-level business intelligence data visualizations



#### Targeted Interventions

Individualized outreach to achieve 80% PDC for adherence, improve CAHPS patient experience and HEDIS quality measures



#### Flexibility

Resolve<sup>™</sup> can flex from the higher-risk members engagement of 12-20% of the population to larger cohorts, depending on individual H Contract MA Star Rating needs



#### Success-Based Outcome Guarantee

Guaranteed medication adherence conversion performance based on reaching 80%+ proportion of days covered (PDC)

<sup>1</sup>Rose, Jason Z. (April 5, 2022). Medication Adherence is Not a Zero-Sum Game. *American Journal of Managed Care.*



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# Leverage Data-Driven Technology to Prioritize Targeted Engagement

## How it Works

### Target

- Proprietary rules engine runs daily analytics from pharmacy claims and external data sources (e.g., pharmacy, eligibility, quality/HEDIS, hospital discharge and SDOH data) to predict, identify and prioritize the next best action every day to drive resolution of medication adherence gaps

### Engage

- AdhereHealth clinicians engage with members via omnichannel outreach to understand and resolve SDOH barriers, improve patient experience, increase CAHPS scores and close adherence gaps

### Impact

- All Adhere Platform™ solutions feature powerful interactive dashboards with online data visualizations and reporting, for plan- and member-level insights that combine adherence program data with real-time business context to drive transparency of healthcare gaps and improved outcomes.
- Engagement fees are success-based, where clients only pay for adherence gaps that are closed and maintained at 80%+ PDC according to MA Star Ratings guidelines



## Unique PRM Technology Architecture Harnesses Patient Profile to Best Engage Patients and Providers Directly

- |  |  |   |
|--|--|---|
| Rapid Ingestion and Organization of Disparate Data                         | Multiple Proprietary Telepharmacy Intelligent Clinical Workflows | Guaranteed Value-Based Outcomes   |
| Proprietary Rules Engine   | Nationwide Employed Telepharmacy Clinicians                      | Differentiated Patient Experience                                       |
| Real-Time Analytics and Artificial Intelligence Driving “Next Best Action” | SaaS and Full-Service Delivery Model                             | Integrated Digital Pharmacy / In-Home Real-Time Rx Adherence Monitoring |
|  |  | Real-Time Feedback Through Data Visualization                           |

## About AdhereHealth

AdhereHealth™ is a technology solutions leader in medication adherence insights and healthcare outcomes. The Adhere Platform™ touches 30 million patients through its disruptive technologies, telepharmacy services and digital pharmacy. Our dedicated team is focused on our mission to address the challenge of half a trillion dollars of annual unnecessary medical costs due to medication adherence issues, representing 16% of U.S. healthcare spend.